

Internet Update FAQ

Internet Update Registration and Authentication

How do I sign up for Internet Update?

Any PPG products user currently utilizing *PaintManager* software and has a high-speed Internet connection can [register for Internet Update](#). To start registration, use Eu.internetupdate.ppg.com

What is my CTS number and where can I find it?

The CTS or Customer Tracking System number is a set of unique numbers associated with your location. For assistance in retrieving your CTS number, call your customer service representative.

Why do I have to provide my electronic signature on the consent form?

The Internet Update utility provides a two-way exchange of information. On a routine basis, PPG will provide product and pricing information as well as new color formulas to the end user and collect data from the shop or Distributor computer. To ensure the highest level of confidentiality in this exchange, the signature of the business owner or manager at each installation location is required to confirm consent. To simplify the process, an electronic signature is acceptable.

What is PPG going to do with my information?

PPG is continually seeking to improve color. Collected information will focus on the color selection and mixing processes, in addition to product usage. This data helps PPG evaluate itself and refine business and paint processes for our customers.

If I have more than one *PaintManager* software set up at my location, do I have to register each computer?

No. Only one registration of Internet Update is required per location. The final step of the registration process generates a unique Personal Identification Number (PIN). The PIN and the location's CTS number are the only requirements to download the Internet Update utility.

***PaintManager* Software Subscription and Fees**

As a Distributor, can I copy *PaintManager* software CDs for my shops?

No. Reproducing PPG's color information is a violation of the *PaintManager* software Lease/License Agreement. Any location requiring more frequent color updates and the most up-to-date software functionality should consider establishing a high-speed Internet connection for their *PaintManager* software computer.

Internet Connectivity

What type of Internet connection do I need?

A high-speed Internet or "high data access" connection refers to any type of Internet connection that is always available and is not a standard dial-up connection. Most cable, DSL, Satellite or Wireless Internet providers offer the popular methods for achieving fast Internet access.

Do I need an Internet connection in the mix room?

For the Internet Update utility to function, the computer operating the *PaintManager* software MUST have access to the Internet—either directly or via a network. The computer should reside outside the mix room and be contained within a standard cabinet to prevent dirt and other debris from effecting its performance.

Does the computer need to be “ON” to receive updates?

Yes. Keeping the computer powered will allow the update to take place at the designated date and time. That is why it is important to keep the Internet Update utility open (minimize in system tray). It is recommended that the user exit the *PaintManager* software at the end of each business day so the updates can run effectively. The computer MUST be ON and running during the update period.

Does the *PaintManager* program need to be “ON” or running to receive updates?

No. The *PaintManager* program MUST NOT be open or running during the information transfer. For the Internet Update utility to function, the computer must be powered on and the Internet Update utility running but minimized.

Your current *PaintManager* program CD has a feature that will automatically shut down the software program at a specified time. This will allow your Internet Update application to run and provide you with the most up-to-date color formulas and program updates. The user simply needs to start the *PaintManager* program the next day.

Does the Internet Update program need to be “ON” or running to receive updates?

Yes. The Internet Update program installed on the computer is all that is needed to be open or running while the information transfer takes place. The *PaintManager* program MUST be closed and not running during the information transfer. Get into the habit of minimizing the Internet Update application.

My Internet connection is slow. What can I do to speed up the download?

Connection speed is influenced by your provider, location and time of day. For best results, your Internet Update utility should be configured to perform the data transfer after typical working hours.

Since I am connecting to the Internet, should virus protection software be installed on my computer?

Yes. Antivirus software is highly recommended for any computer that is connected to the Internet. Select a software package that provides virus protection and the ability to scan files and remove infections.

Internet Update Features and Functionality

When will the Internet Update utility run?

The Internet Update utility can be set up to operate on a weekly (highly recommended) or monthly schedule. The user can control the specific day and frequency. To learn more about the configurable options, please view the [Internet Update User Guide](#).

How do I know I received my updates?

The main screen of the Internet Update utility will post the results of the most recent update. For more information, refer to the [Internet Update User Guide](#).

What information is available with the Internet Update utility?

As with *PaintManager* software updates, new color formulas, products, and pricing are key components of the data transfer. The Internet Update utility will also provide software upgrades in features and functionality, when available. This process will also upgrade the Internet Update utility as well. For more information, refer to the [Internet Update User Guide](#).

Do I have to enter my PIN each time I want to receive an update?

No. The PIN is generated during the registration process and is used only one time during the configuration of the Internet Update utility. Only one PIN is needed and can be used in combination with the location's CTS number.

Once I have Internet Update functioning, will I need a CD to update *PaintManager* software?

No. A fully functional Internet Update utility is all that is needed to have the most current program, color and product information.

Internet Update Support

Who do I contact if I have problems?

For Internet Update program and functionality questions, contact the PPG Customer Service.